

# How to Give Bad News:

## Nonverbal Skills that Depersonalize Conflict & Preserve Relationships

No matter how much you love your job and you love people, difficult conversations still come up. And they can sap the joy right out of you and derail productivity.

In a perfect world there would be no lay-offs to announce, no mistakes to own up to, no performance plans to implement... But since you don't live in a perfect world, learning to handle these tricky situations competently and compassionately dramatically reduces your stress levels, improves working relationships, and keeps business moving.



Join Rachel Beohm for this interactive presentation full of concrete, practical skills. You'll learn:

- When and how to use (and NOT use) eye contact
- Body language tips that depersonalize conflict
- A simple way to focus on the issue and not the person
- How to adjust your voice tone to communicate congruently
- The #1 skill that keeps you and others calm and rational
- How to recover from difficult interactions or missteps
- ... and more!

**CHANGE YOUR COMMUNICATION,  
CHANGE YOUR LIFE.**